MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2019/2020

BMG1014 – MANAGEMENT
(All sections / Groups)

18 OCTOBER 2019
3.00 p.m. – 5.00 p.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of TWO parts in 5 pages *(excluding the over page)*.

2. Answer **ALL** questions:
   Part A: Multiple Choice Questions (50 marks)
   Part B: Essay questions (50 marks)

3. Please shade all your answers for Part A in the OMR sheet and write your answers for Part B in the answer booklet provided.

Part A: Multiple Choice Questions

1. Today, the basic management functions include _____.
    A. planning, organising, commanding, and coordinating
    B. planning, organising, coordinating, and controlling
    C. planning, organising, directing, and controlling
    D. planning, organising, leading, and controlling

2. _____resulted in the shifting of organisational boundaries.
    A. Digitisation has
    B. Increased emphasis on organisational ethics has
    C. Increased competitiveness has
    D. Changing security threats have

3. Who suggested a general administrative theory which consists of 14 principles of management?
    A. Max Weber
    B. Henri Fayol
    C. Frederick Winslow
    D. Abraham Maslow

4. A manager who wishes to be successful in international business should avoid a(n) _____ attitude.
    A. multicultural
    B. multiracial
    C. ethnocentric
    D. geocentric

5. Which of the following is a typical definition of a multinational corporation?
    A. It is a company that maintains operations in multiple countries.
    B. It is a company that maintains franchises in multiple countries.
    C. It is a company that has multiple home bases and manufacturing plants.
    D. It is a company that pays corporate taxes in at least two countries.

6. Which of the following options is the most cost effective way to globalise?
    A. Global sourcing
    B. Licensing
    C. Franchising
    D. Strategic alliances

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7. According to the _____ argument on social responsibility, businesses should be socially responsible because responsible actions are the right thing to do.
   A. better environment
   B. ethical obligation
   C. public image
   D. greater good

8. Managers who consider the impact of their organisation on the natural environment are said to be practicing _____.
   A. value-based management
   B. ethics-based management
   C. socially responsible management
   D. green management

9. Employees who raise ethical concerns or issues in an organisation are known as _____.
   A. employee-volunteers
   B. whistle-blowers
   C. entrepreneurs
   D. philanthropist

10. Which one of the following is an assumption associated with traditional goal setting?
    A. Employees will be more motivated to attain goals that was set by themselves.
    B. Clarity and specificity are filtered based on organisational levels.
    C. Top managers know what is the best because they see the "big picture".
    D. Managers and employees should develop goals together.

11. _____ plans apply to the entire organisation and establish the organisation's overall goals.
    A. Departmental
    B. Strategic
    C. Operational
    D. Long-term

12. In the case of functional departmentalisation, jobs are grouped according to _____.
    A. tasks
    B. territories
    C. product lines
    D. customer flow   **Continued...**

13. _____ involves defining the organisation's goals, establishing strategies for achieving those goals, and developing plans to integrate and coordinate work activities.
   A. Execution
   B. Logistics
   C. Planning
   D. Operations

14. _____ refers to the rights inherent in a managerial position to tell people what to do and to expect them to do it.
   A. Responsibility
   B. Liability
   C. Bureaucracy
   D. Authority

15. People with a high need for achievement _____ .
   A. emphasis helping others to accomplish their goals
   B. make good managers, especially in large organisations
   C. prefer moderately challenging goals
   D. emphasis the rewards of success

16. Good communication occurs only when the recipient _____ .
   A. agrees with the sender's message
   B. acknowledges the message
   C. understands the speaker's meaning
   D. makes eye contact with the speaker

17. Which one of the following methods of communication should be used when the sender requires quick and accurate feedback?
   A. Voicemail
   B. Face-to-face
   C. E-mail
   D. Instant messaging

18. Which one of the following is referring to nonverbal communication?
   A. It is a presented picture of reality.
   B. It is usually carries greater impact than verbal communication.
   C. It is absent in spoken communication.
   D. It is usually used in written communication.

Continued...

19. According to Maslow's hierarchy of needs theory, a person's needs for self-respect, autonomy, achievement, status, recognition, and attention constitute his _____ needs.
    A. safety
    B. self-actualisation
    C. social
    D. esteem

20. Matthew is worried that he will not be able to pay his mortgage and feed his family since he was laid off from his production job. Which one of Maslow's levels of need is a concern to Matthew?
    A. Self-actualisation
    B. Esteem
    C. Security
    D. Physiological

21. _____ is the final step in the management process, which provides a critical link back to _____.
    A. Organising; planning
    B. Planning; controlling
    C. Controlling; planning
    D. Leading; organising

22. Which one of the following management responsibilities determines if organisational goals are being achieved?
    A. Designing the organisation's structure.
    B. Motivating employees.
    C. Formulating business strategy.
    D. Measuring firm performance.

23. Which of the following statements accurately defines work specialisation?
    A. It is the basis of grouping jobs together.
    B. Individual employees specialise in doing part of an activity rather than the entire activity.
    C. It is the line of authority extending from upper organisational levels to the lower levels.
    D. It clarifies who reports to whom.

Continued...

24. The control process assumes that _____ .
   A. feedback is the only way to improve performance
   B. managers will be aware of the actions and activities of their employees
   C. performance standards are already in place
   D. employee monitoring the costs of doing business

25. Which one of the following sources of information for measuring performance is time consuming, obtrusive and subject to personal biases?
   A. Oral reports
   B. Personal observations
   C. Statistical reports
   D. Written reports

Part B: Essay questions

Question 1

a. Why are managers important in an organisation?   (10 marks)

b. Define an organisational change and provide examples of external and
    internal factors that require an organisation to change.   (10 marks)

c. Define and explain SWOT analysis in management.   (5 marks)

                                                          (Total: 25 marks)

Question 2

a. What are the potential ways to enhance employee's performance in an
    organisation?   (10 marks)

b. Elaborate **FIVE (5)** types of power.   (10 marks)

c. Describe **FIVE (5)** characteristics of an effective decision making process. (5 marks)

                                                          (Total: 25 marks)

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